Technical Program Manager

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Summary

I am a collaborative program leader and problem solver with the ability to partner with multiple teams to define and develop solutions. I have outstanding relationship and team building skills. I have been responsible for programs across Data analytics, Dev Ops, Information security, Operations, Solution Engineering and Business. My recent experience has been in SAAS product development, Dev Ops, Voice AI integrations, Systems Integration and ERP implementations.

Skills

SAAS Product lifecycle management	Multi region team coordination
Incident / Change / Risk Management	Vendor and Partner Management
SAAS Product Operations	Program Management
Voice AI system Integration	Information Security Management
DevOps Engineering	and Certifications (SOC2, ISO)
Scrum processes	JIRA, Git, AWS,Oracle,Confluence,Python
ERP implementation	Java, SQL,Linux,Docker,Splunk,Kafka,Tableau
Microservice Architecture	SAP Hana, Snowflake,MongoDB, Cassandra
REST API integrations	

Work Experience

Technical Program Manager, Data analytics and Solution Engineering   11-2019 to current
Allyo (Conversational AI recruiter)

Responsible for increasing new product feature adoption by 25% in the past quarter. Created frameworks for internationalization and multi region roll outs (for pre sales discussions). Independently accomplished SOC2 Certification for Allyo in under 4 months.

Implemented Jira framework across DevOps, Integrations, Analytics and Engineering teams. I am responsible for 3 major functions:

- Lead and enable data analytics teams across India and Ukraine to identify issue trends and solutions to improve time to market.Identify frequently requested metrics and create dashboards.
- Solution engineering and release management (production issues and change management)
- Program Management (Across Product, Analytics, Dev Ops and Engineering teams)

Staff Engineer
SAP   05-2018 to 07-2019

- Internally collaborated with several teams to build and launch CPQ integration to SAP Revenue Recognition.
- Lead efforts for continuous integration and deployment for SAP Revenue Recognition.
- Responsible for SAP Hana data migration and ETL processes.Managed a $7 million budget for the program.
- Validate, prioritize and address problems faced by customers, product and customer support teams,sales strategy.
- Interact with stakeholders, design discussions, product roadmap,UI/UX designers, L3 support.
- Detail oriented, ability to understand the big picture by using technical expertise and problem-solving abilities to prioritize and manage blocking issues.
- Communicate updates, risks and new opportunities to leaders and stakeholders, identify dependencies,risk/change management on projects.

Program Manager / Technical Lead
Apple (Infosys Consulting)   11-2016 to 04-2018

- Program manager for revamping Apple recruitment portal (jobs.apple.com) to develop a highly scalable solution supporting several million transactions per minute.
- I was responsible for data migration plans, mock conversion runs, reconciliation strategy and coordinating activities across vendors, IT and Business teams. Owned executive status reporting. Led a 30 member team
- Demo to stakeholders on sprint completion.Responsible for reducing defect backlog by 60% over 4 months.
- Evaluated project requirements, specifications, developed software applications that surpassed client expectations. Decreased time to hire by 60%
- Collaborated with developers, support engineers , and identified performance bottlenecks.Risk mitigation, operational stabilization, cost share reduction(CSR),IT and Vendor management teams,Defined SLA,established capacity plans and operationalized dashboards to show progress.Few problems solved

    - Reduce time taken from job saved to job published on careers site by 50%
    - Data migration from Oracle to MongoDB. Data center replication and cluster setup,high availability.
    - Implement highly scalable open source full text search and analytics engine using Elasticsearch, ELK

Software Engineer
Logistics Inc   05-2014 to 08-2015

- .Lead initiative to automate debt collection reporting for student loan collection website.Design, build, launch of several highly visual dashboards, decreasing turnaround times for information request by 80%.
- Managed team of 5 developers on $2 million software development project to automate financial debt collection system
- Established Release Management, Production Operations and Incident Management processes. Met and exceeded Service Level goals established for the NPS application between 2007 and 2010 (UAT defect rate reduced from 40% to 5% in 6 months).
- ERP Operations Lead : Led operational stabilization of Oracle Payroll and CRM implementation.

Software Engineer
Visa   Oct 2012-Feb 2014

- Developed product implementation strategy, created workflows to integrate REST APIs, expanded customer base 30%.Drive compliance.
- Define features and address customer needs into prioritized product requirements and use cases.
- Lead and , implement travel spend analysis /spend management module (Concur competitor), increased bottom line ARR growth by 50%, business expense reporting.
- Providing highly responsive UX, improve scalability, performance of the application.
- Established release management support

CGI   May 2010 – Feb 2012
Sr Software Engineer   Bangalore

- Create high level and low level design documents,report interfaces.
- Automate deployment of the application at various environments (Development, Testing, Staging,
- and Production).Built the Integration Test Strategy and automation of master data loads
- Support change request and feature enhancements.Alpha beta testing,bug fixing, production support

CenturyLink   Jan '08 – Mar '10
Software Engineer   Bangalore

- Implement tasks display and search modules for Order Entry workflow system.Workflow management. Handled UI reports.
- Full stack implementation web ui, message queue, sql backend,jQuery
- Introduced code coverage ,defect analysis reports to improve code quality. Documentation.
- Establish release management ,production operations and incident management process.

Education

Bachelors of Engineering Computer Science   2001 - 2005
Anna University

Microsoft Certified Solutions Developer   2012-2014